



## **MGMT 4384.110**

### **Management Internship**

**CRN 10657 MGMT 4384.110, Management Internship**

**Spring 2020**

**Texas A&M University-Central Texas**

#### **COURSE DATES, MODALITY, AND LOCATION**

January 28 to May 08, 2020

This course meets face-to-face, Directorate of Public Works, Fort Hood

This course uses, the A&M-Central Texas Canvas Learning Management System (<https://tamuct.instructure.com>).

#### **INSTRUCTOR AND CONTACT INFORMATION**

**Instructor:** James J. Bondi

**Office:** TAMU-CT

**Phone:** 254-291-0646

**Email:** james.bondi@tamuct.edu.

#### **Office Hours:**

I am available either before, during or after class as required.

#### **Mode of instruction and course access:**

This course meets face-to-face.

This course uses the Fort Hood Information Technology system.

This course uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com>].

#### **Student-instructor interaction:**

I will routinely check and reply to student emails. I will be sending out a class email to the assigned student to address any questions or concerns that the student might have with interpreting class material, scheduling and attendance conflicts, and homework assignments. My intent is to be as transparent and available to the student as my work schedule permits.

## **Fort Hood Emergency Notification System:**

Fort Hood Emergency Notification System consists of three systems: telephonic, computer based, and voice activated outside and inside message systems.

## **911 Cellular:**

Emergency Warning System for Texas A&M University – Central Texas

911Cellular is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in 911 Cellular through their myCT email account.

Connect at [911Cellular](https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management) [https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management] to change where you receive your alerts or to opt out. By staying enrolled in 911Cellular, university officials can quickly pass on safety-related information, regardless of your location.

## **COURSE INFORMATION**

### **Course Overview and description:**

This course is a non-typical course that supports the mission of the Fort Hood Academic Internship Placement Program to include: offer opportunities to gain practical experience to supplement classroom instruction; and provide meaningful and relevant real world experience; enhance and grow awareness of federal employment opportunities in building the bench for tomorrow.

### **Course Objective:**

The overarching objective of this course is for the student to serve as an Office Manager within the Directorate of Public Works (DPW) Business Operations and Integration Division. The general scope of activities will be developing standard operating procedures, running statistical analyses on a wide range of provided data, and creating organizational documentation for distribution to fellow personnel and leaders. This course will expose the student to numerous meetings of varying degrees of complexity and with various levels of personnel across the Garrison.

### **Student Learning Outcomes:**

Upon completion of this course, the student will have an understanding of concepts, principles, and practices of the Directorate of Public Works. Core competencies achieved at the conclusion of this semester include:

- Ability to visualize business data to create powerful, interactive executive dashboards.
- Ability to utilize optimization modeling to inform complex decisions involving many variables and constraints.
- Through a variety of methods, ability to extract data across the enterprise and feeder

systems to make forecasts, assess impact and measure performance to increase operation effectiveness and efficiency.

- Ability to prepare a variety of reports and documentation to best inform the DPW leadership.
- Ability to establish and maintain contacts with the DPW staff as well as external organizations within the community and universities.
- Ability to identify and analyze data to develop a strong outreach campaign for future use within the DPW.
- Gain clear understanding of characteristics of productive and effective teams.
- Gain practical experience in working as a team and supporting the overall DPW mission.
- Gain on-the-job training (OJT) and experience working in a DPW by being exposed to critical functions and responsibilities outside of one's primary objective.
- Apply time management skills and ability to multi-task while working in a fast-paced environment.
- Gain experience in being able to clearly communicate its intent to senior leadership of the DPW.
- Ability to identify procedures and techniques for dealing with difficult people and difficult situations.
- Students are expected to participate in course activities as listed in this syllabus.
- Each student is responsible for his / her own learning outcomes.

#### **Required Reading and Textbook(s):**

- The DPW readings will be provided during the internship program.

#### **COURSE REQUIREMENTS**

- Apply the following qualifications and skills throughout the assignment: problem solving, scheduling/organizational skills, communication (verbal and written), and skill in Word, PowerPoint, Excel, and Outlook.
- Complete a weekly feedback journal and provide to TAMU-CT Instructor/Faculty advisor. Areas include: Observations, Lessons Learned, and Reflections. Due each Friday or last duty day of the week.
- Submit volunteer hours into Volunteer Management Information System (VMIS).
- Supervisor and Academic Advisor to provide constructive feedback with each weekly report submitted.

#### **Evaluation:**

- On-going, informal evaluation by the DPW team member(s) and Team lead. Formal written evaluation provided at end of internship by the DPW.

## **COURSE OUTLINE AND CALENDAR**

### **Complete Course Calendar**

Term Period: January 28 to May 08 2020

Volunteer internship position based on 10-20 hours per week in accordance with degree requirements; specific hours to be determined between student and supervisor.

**Important University Dates are found here:**

[http://catalog.tamuct.edu/undergraduate\\_catalog/general-information/academic20calendars20and20final20exam20schedule/](http://catalog.tamuct.edu/undergraduate_catalog/general-information/academic20calendars20and20final20exam20schedule/)

## **TECHNOLOGY REQUIREMENTS AND SUPPORT**

### **Technology Requirements.**

This course will use the A&M-Central Texas Instructure Canvas learning management system. Logon to A&M-Central Texas Canvas [<https://tamuct.instructure.com>].

Username: Your MyCT username (xx123 or everything before the "@" in your MyCT e-mail address)

Password: Your MyCT password

This course will also use the approved Fort Hood Information Technology systems.

### **Technology Support.**

For Fort Hood Information Technology problems, student should contact the designated supervisor.

For TAMUCT log-in problems, student should contact Help Desk Central.

24 hours a day, 7 days a week:

Email: [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu)

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [<http://hdc.tamu.edu>]

*Please let the support technician know you are an A&M-Central Texas student.*

For issues with **Canvas**, select "chat with Canvas support," submit a support request to Canvas Tier 1, or call the Canvas support line: 1-844-757-0953, links to all are found inside of Canvas using the "Help" link.

For issues related to course content and requirements, contact your instructor.

## **UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES**

### **Drop Policy.**

If you discover that you need to drop this class, you must complete a [Drop Request Form](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf) [https://www.tamuct.edu/registrar/docs/Drop\_Request\_Form.pdf].

Professors cannot drop students; this is always the responsibility of the student. The Registrar's Office will provide a deadline on the Academic Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar's Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar's Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

### **Academic Integrity.**

Texas A&M University - Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student's academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student's work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the university's Office of Student Conduct. Ignorance of the university's standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

### **Academic Accommodations.**

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier free education. The Department of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the University's programs, services and activities. If you believe you have a disability requiring reasonable accommodations, please contact the Department of Access and Inclusion at (254) 501-5831. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](https://www.tamuct.edu/student-affairs/access-inclusion.html) webpage [https://www.tamuct.edu/student-affairs/access-inclusion.html].

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. For more information, please visit <https://www.tamuct.departments/index.php>. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines online](#), please visit the website [<http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf>].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender – including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Division of Student Affairs at 254-501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

### **Tutoring.**

Tutoring is available to all A&M-Central Texas students, both on-campus and online. On-campus subjects tutored include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or any other question, contact Academic Support Programs at 254-519-5796, or by emailing Larry Davis at [Imdavis@tamuct.edu](mailto:Imdavis@tamuct.edu).

Chat live with a tutor 24/7 for almost any subject on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log-in and receive FREE online tutoring and writing support. This tool provides tutoring in over forty subject areas. Access Tutor.com through Canvas.

**University Writing Center:** Located in 416 Warrior Hall, the University Writing Center (UWC) at Texas A&M University-Central Texas is a free workspace open to all TAMUCT students from 10am-5pm Monday-Thursday with satellite hours in the University Library Monday-Thursday from 6:00-9:00pm. Students may arrange a one-on-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available) or by making an appointment via [WCOOnline](#) at [<https://tamuct.mywconline.com/>]. In addition, you can email Dr. Bruce Bowles Jr. at [bruce.bowles@tamuct.edu](mailto:bruce.bowles@tamuct.edu) to schedule an online tutoring session. Tutors are prepared to help writers of all levels and abilities at any stage of the writing process.

While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance

and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the University Writing Center is here to help!

If you have any questions about the University Writing Center, please do not hesitate to contact Dr. Bruce Bowles Jr. at [bruce.bowles@tamuct.edu](mailto:bruce.bowles@tamuct.edu).

### **University Library.**

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 72,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On-campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available twenty-four hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our [Library website](https://tamuct.libguides.com/) [https://tamuct.libguides.com/].

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### **OPTIONAL POLICY STATEMENTS:**

#### **A Note about Sexual Violence at A&M-Central Texas**

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors

we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the [Title IX webpage](https://www.tamuct.edu/departments/compliance/titleix.php) [https://www.tamuct.edu/departments/compliance/titleix.php].

#### **INSTRUCTOR POLICIES.**

**Quality of Work:** All work assigned will be evaluated by the designated supervisor for complete and accurate content, format and generally free of errors.

**Instructor Attendance Policy:** Changes to scheduled volunteer hours must be coordinated in advance with the supervisor; except for emergency situations contact supervisor immediately.

#### **Copyright Notice.**

Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas' Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

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